

## CLAIMS

1. A customer planning information management system comprising:  
customer planning information input means (16) for inputting a plurality of  
5 types of customer planning information;  
customer planning information storage means (15) for storing the customer  
planning information inputted by the customer planning information input means (16);  
and  
customer scheduling means (24) for creating a customer schedule by  
10 selecting, among the customer planning information stored in the customer planning  
information storage means (15), a predetermined type of customer planning  
information on a predetermined date.
2. The customer planning information management system according to  
Claim 1, wherein the predetermined type of customer planning information includes  
15 at least information about a visit from a customer to a place of business.
3. The customer planning information management system according to  
Claim 1, wherein it further comprises:  
responsible staff member setting means (22) for setting a responsible staff  
member for a customer;  
20 responsible staff member storage means (23) for storing the responsible staff  
member for the customer set by the responsible staff member setting means (22);  
and  
staff member personal schedule creating means (25) for creating a personal  
schedule for the responsible staff member stored in the responsible staff member  
25 storage means (23);  
the staff member personal schedule creating means (25) creating the  
personal schedule for the responsible staff member by automatically incorporating  
the customer schedule created by the customer scheduling means (24).

4. The customer planning information management system according to Claim 1, wherein it further comprises;

history input means (20) for inputting at least a history of interviews with a customer;

5 customer history storage means (17) for storing the history inputted by the history input means (20); and

follow-up staff member setting means (30) for automatically setting a follow-up staff member who replaces a main responsible staff member for the customer based on the history of responding to the customer stored in the customer history storage

10 means (17).